

August 2022



Member Newsletter

From The Desk of Chris Stovall

PRESIDENT AND CEO AT TEXAS811



Greetings,

Thank you for taking a moment out of your busy day to read our Member Newsletter. We hope that you find value in the updates we bring and look forward to any feedback you have. I want to take a moment to express my gratitude for the great working relationships we have with our members and all of the stakeholders in Texas. We truly have great partners in this industry and that is why we are able to achieve such great strides in furthering our important mission of protecting the critical Texas infrastructure and keeping the public safe. We not only aim for the lowest damages and lowest waste in the industry, we also aim to provide the highest quality damage prevention experience. We believe that while we do this important work alongside you, we can provide a service that embodies the values we hold dear as a company. I hope you are all enjoying a safe and prosperous summer and I look forward to seeing you all in person at our annual Damage Prevention Summit!

Thank you,
Chris Stovall

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TEXAS811 SUMMIT

Calling all skilled, seasoned, or new to the industry professionals. Join us for this year's Texas811 Summit. We'll discuss emerging trends, introduce you to fellow experts, and more. The event takes place on October 5 – 7, 2022 at Embassy Suites, Denton, TX. To secure your spot, register today by clicking [HERE](#).

Who attends the Summit?

- Excavators, locators, utility personnel including:
 - Gas, water, electric and telecommunications operators;
 - Municipal and county personnel;
- Regulatory agency personnel (both state and federal);
- Texas811 and
- Individuals who are involved in installing or protecting underground utility lines

Why should you attend the Summit?

- Network with stakeholders from different industries to share perspectives
- Promote excavation safety and protection of our underground infrastructure
- Share information on industry trends and technologies
- Interact in expert led training sessions and workshops
- Keep abreast of industry laws that will have a direct impact on you.



Digging 2022

TEXAS811
damage prevention

Summit

A CGA REGIONAL PARTNER EVENT

October 5th - 7th - Embassy Suites, Denton, TX
Register Today



NEW TEXAS811 WEBSITES

Texas811 unveiled two new websites in August 2022 with a new layout that is easy to navigate.

The new websites were another Texas811 initiative to help stakeholders efficiently get what they need and to also help excavators and the general public easily access Texas811's information about safe digging.

A key change on the new website is the menu option at the top of the site that provides a one-stop shop for facility operators, excavators, and homeowners/DIYers (top screenshot below). Examples include:

- The Learning Hub page (bottom screenshot below) includes beneficial videos and information for Facility Operators, Professional Excavators, Homeowners/DIYers; and
- The Self-Service Hub page (left screenshot below) where facility operators can access forms to make changes to their company's contact information, utility mapping, or request a review of a locate request they received or should have received.
- The What to Expect pages for both excavators and homeowners/DIYers have been combined into one page with options to view "What to expect before and after contacting 811" (right screenshot below).
- Texas811 En Español has moved to its own website. The new [Texas811 En Español](https://www.texas811enespanol.org) website houses fresh new content translated into Spanish and can be accessed from the English website or by using the new website link. It's easy to toggle between the English and Spanish websites with just a click of a button on either website.

We patiently built the new website to optimize the user experience for facility operators, excavators, and homeowners/DIYers. All the information from our previous website is on the newly enhanced site but presented in a more professional and navigable layout. The landing pages for each stakeholder are marked by icons on the home page.

Mobile device users will notice the new website is also more mobile-friendly.

Texas811 will continue to fine-tune the new website. If you use the site often, please familiarize yourself with the new layout:

- For English content visit: www.Texas811.org.
- For Spanish content visit: www.texas811enespanol.org.

We recommend checking your bookmarks as some URLs to pages may have changed on the new website.

We are excited about the launch of our new website and know you will be excited as well. If you have any questions, please feel free to reach out to the Marketing & Communications Team at CommunicationsTeam@Texas811.org.



MARKETING & COMMUNICATIONS UPDATES

811 DAY 2022

AUGUST 11, 2022, BRINGS AWARENESS OF THE POTENTIAL FOR INJURIES, PROPERTY DAMAGES AND OUTAGES IF UNDERGROUND UTILITIES ARE DAMAGED

According to the Texas Railroad Commission's Pipeline Damage Prevention program, "Texas has more miles of pipeline than any other state. In reports submitted to the Texas Railroad Commission in 2020, 27 percent of pipeline damages are done by people digging with hand tools, such as shovels."

Contacting 811 before digging is the easiest way to avoid damaging buried utilities. When calling 811, homeowners, DIYers, and contractors will connect to the local One-Call Center which notifies the appropriate utility company of their intent to dig. Professional locators then arrive at the digging site to mark the approximate locations of underground utility lines with flags, spray paint or both.

For 811 Day, Texas811 developed community outreach efforts and public awareness campaigns with a focus on advertising the importance of calling 811 with messaging on Podcasts, Amazon video ads, Radio, and Geofencing campaigns. In addition, you will see Texas811 on YouTube, Nextdoor and various social media outlets.

John Sparks, Director of Damage Prevention and Public Awareness, stated "It is critical for us to raise awareness for the service we provide. If we can prevent just one damage resulting in financial headache or even worse, injury or loss of life, then it is worth every ounce of effort put into it. I often feel like homeowners fail to realize just how much underground infrastructure is out there, and the varying depths in which those utilities might be located. So, opportunities like 811 Day provides a platform to heighten awareness and educate those who might have otherwise not known about what lies below."

For more information on our marketing efforts, please reach out to CommunicationsTeam@Texas811.org.

The mission of Texas811 is to facilitate damage prevention, promote public safety, and protect the environment through stakeholder education and communication.



Don't forget to follow us on social media by clicking the icons below.



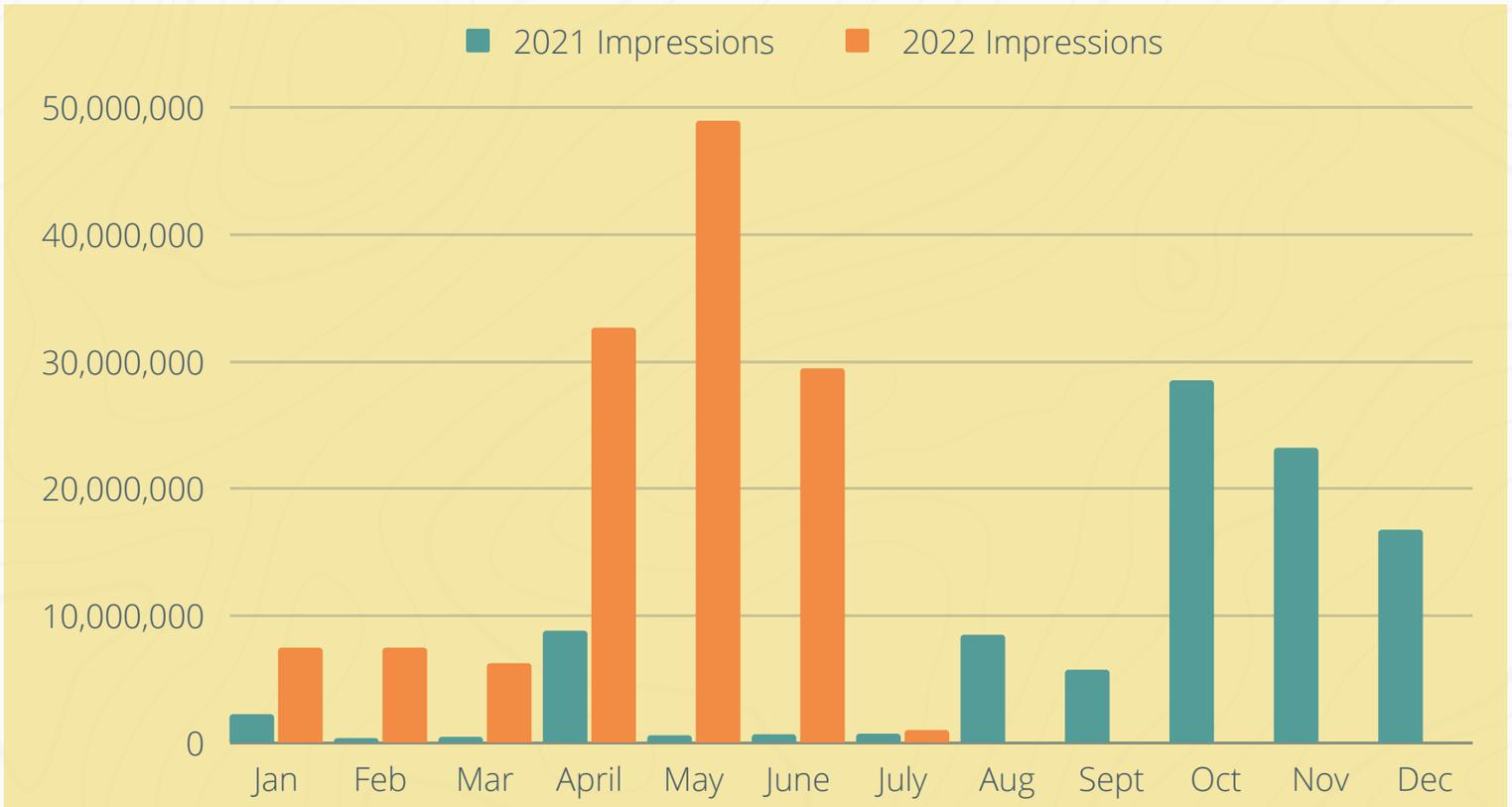
MARKETING & COMMUNICATIONS UPDATES

The Texas811 Marketing & Communications Team continues to have a stellar year, while keeping the mission of Texas811 at the forefront.

Some of our efforts have included social media content on all Texas811 social media platforms in English and Spanish, a billboard campaign that includes twenty-two billboards across the state, digital advertising on Nextdoor, YouTube, and Google, as well as commercials on radio, podcasts, and Amazon OTT. We have also partnered with the CGA and other stakeholders in the industry on national and state level initiatives.

As of the end of July, 2022, we have seen an impressive 132,698,663 impressions, which has surpassed the 95,563,370 impressions we saw for the entire 2021 year. Below you can see a side by side comparison for the 2021 and 2022. As we begin to plan for 2023, we will evaluate the marketing efforts that have worked well and those that did not work well to help guide us in a direction of decreased damages and increased public awareness.

We look forward to next year and welcome opportunities to partner with our members and fellow stakeholders. If you are interested in partnering with Texas811 on a marketing initiative, please reach out to the Marketing & Communications Team at CommunicationsTeam@Texas811.org.



FACILITY OPERATOR LEGAL RESPONSIBILITIES

CHAPTER 251.107 OF THE TEXAS ONE-CALL LAW REQUIRES FACILITY OPERATORS TO NOTIFY THE ONE-CALL NOTIFICATION CENTER

(3) at least quarterly but, if possible, as those changes occur, information relating to each change in the operator's maps or grid locations or other identifiers or in the person or persons designated as the operator's contact person or persons.

- For changes or updates to your utility member mapping, please complete our [Member Mapping Submission Form](#).
- For changes or updates to your contact information, please complete our [Update Member Information Form](#).

For more information on your legal responsibilities as a Facility Operator, please visit the links below.

[Texas One-Call Law Chapter 251](#)

Governed by the [OneCall Board of Texas](#) for all underground facility operators.

[TAC Chapter 18](#)

Governed by the [Railroad Commission of Texas](#) for oil and gas facility operators.

For questions related to the mapping updates, please reach out to the GIS Department at GISMail@Texas811.org.



SERVICE AREA EDITOR (SAE)

We have exciting changes taking place at Texas811.

Texas811 is now providing Member Service Area Mapping technology through our newest application Service Area Editor (SAE). Administered and hosted by Texas811, the new SAE application will allow both viewer and editor access to a member organizations service area.

The new application will be available on June 6, 2022.

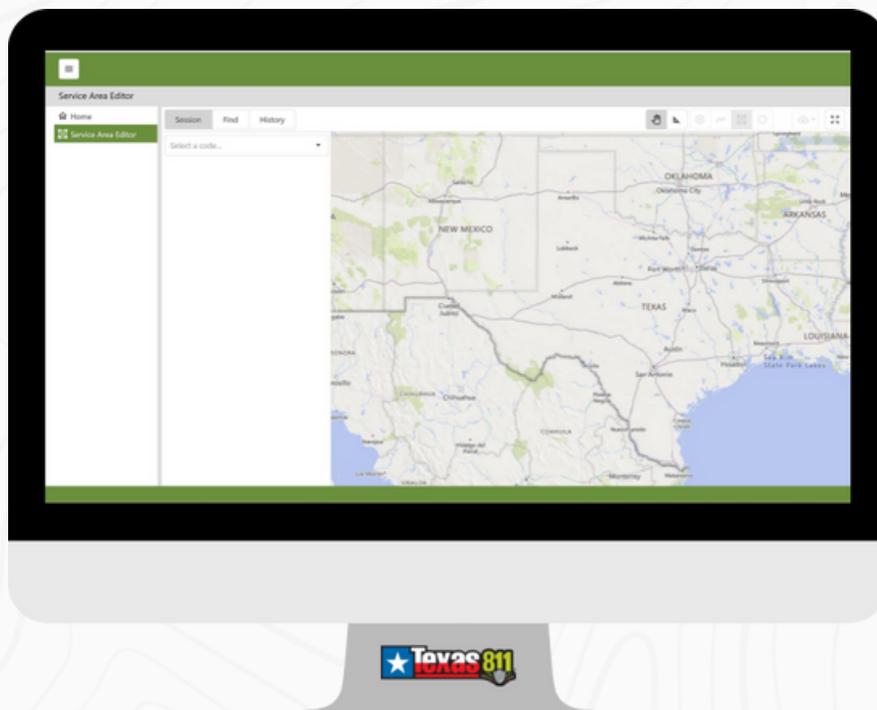
To access the new application:

- Sign up for the Texas811 Portal [HERE](#).
 - Existing Portal users will not need to sign up again.
- Once you have activated your portal login, please email the Texas811 GIS Team at gismail@texas811.org and include your Portal login name and your member codes.

Safety and damage prevention are a top priority at Texas811; therefore, we encourage our members to update their database as frequently as necessary, and per Chapter 251.107 of the Texas Administrative Code at least quarterly. Texas811 publishes our member updates each Tuesday and Friday.

- Please submit one Member Mapping update per code per live date. If you have multiple mapping files of the same type and for the same live date, please combine them.
- Separate files can be zipped and attached to the form. Attachments are limited to 20MB in size. If your files are routinely too large, please contact us to set up a dedicated SFTP. Please do not combine GIS files or submission information for multiple codes.
- For mapping updates, members will need to use our Member Mapping Submission [HERE](#).

As part of our brand promise, to provide the best damage prevention experience in the industry we look forward to hearing your positive feedback. If you have any questions, please feel free to reach out to the Texas811 GIS Team at gismail@texas811.org.



POST CORPUS CHRISTI TRAGEDY – TEXAS811 EXPANDS NEW INITIATIVES

Post Corpus Christi Tragedy – Texas811 Expands New Initiatives

By Ed Landgraf, Texas811 Director of Marine Operations

Five crewmen are dead due to a cutter suction dredge that struck a propane pipeline August 21, 2020 in the Corpus Christi Ship Channel's Inner Harbor. The gas ignited, causing an explosion aboard the dredge.

Just two years earlier and approximately 50 miles away, the same type of incident occurred. In April 2018, a dredge struck a natural gas line with an explosion that demolished the dredge. In this incident, the crew was very lucky to escape with their lives, due solely to a very alert worker who saw gas bubbles rising around the dredge's spud and took immediate action before the explosion occurred. Statistics have shown an average of one fatality per year occurs from a vessel and pipeline interaction. These accidents have led to increased focus and new efforts at Texas811 in marine and underwater utility damage prevention. In a proactive move Texas811 has recently employed a resource to expand new capabilities, support and resources in Texas and co-lead a national collaboration between the pipeline, utility, 811 damage prevention and marine construction stakeholders.

The National Transportation and Safety Board (NTSB) investigators have recently released their findings outlining the events that led up to the Port of Corpus Christi dredge explosion. Their report finds the incident was caused by a series of events that began when the dredge vessel hit an underwater propane pipeline and ended in the deaths of five of its crew and others injured after the dredge originally caught fire. Eighteen employees were working on the dredge the morning of the explosion. Six of 14 crew members were airlifted to burn units in San Antonio.

The report states the fire reignited later that night, precipitating the dredge sinking overnight. Pieces of the pipeline and the barge have been transported to NTSB labs for further examination.



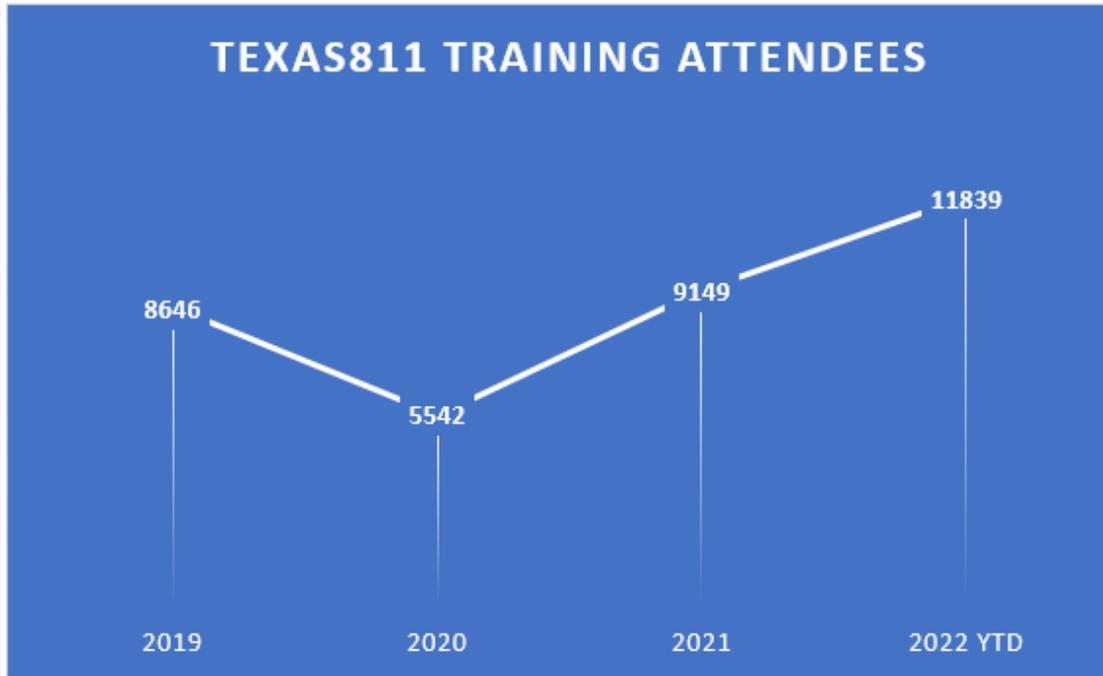
It is very unfortunate this tragedy occurred less than a month after the first-ever online marine pipeline safety training module was released and one year after a Marine Vessel and Pipeline Safety Best Practice was produced. We cannot help but think if these training materials had been implemented, perhaps there is a small chance these crew lives could have been saved.

August 21, 2022 will make 2 years since the Corpus Christi accident occurred. A national Pipeline Task Force (PTF) has been formed and hosted a workshop in New Orleans June 9, 2022 that was co-lead by Ed Landgraf, the new Texas811 Director of Marine Safety and attended by other key Texas811 staff. The working group consisted of over 50 diverse participants representing the dredge, marine construction, 811, pipeline, PHMSA, NTSB, and US Coast Guard sectors. The team evaluated the NTSB findings, recommendations, current dredge and pipeline company positions and captured feedback from the PTF stakeholders resulting in over 40 proactive suggestions. A general consensus was reached to expand on 5 key topics to enhance safety and reduce risk they are: Enhance Training and Education, Modify Marine Tolerance Zones, Mapping/ Survey and Marking, One Call/ Damage Prevention – as it relates to underwater excavation, Communications and Planning. The goals are to expand each of the 5 topics and take action through enhanced best practices, education and training. To be implemented and to be recognized as consistent national practices across the Dredge, Marine Construction, Pipeline, Regulatory, 811 and Agency stakeholder groups. To find out more or get resources, training and support contact Ed Landgraf at ed@texas811.org.

DAMAGE PREVENTION TRAINING

Emphasis on Education

It can be argued that the cornerstones for preventing underground damage are awareness and education. The Texas811 Damage Prevention team has placed a high emphasis on not only providing education on state laws and best practices but providing it to the right stakeholders and offering multiple ways of receiving training.



In the beginning of 2022, Texas811 and the damage prevention department challenged itself to up the ante in terms of the amount of outreach and education it provides. Through increased focus and persistence, the results have been staggering. Through the first 6 months of the year, by administering on-site, instructor led virtual, and online training, we have surpassed the halfway mark for annual goal of total number of attendees for one of our education platforms by over 11,839 participants! That's well over half of our annual goal of 20,000 educational opportunities presented and 41.9% above where we were last year at this time.

If you would like to utilize Texas811 for education pertaining to One Call process, state laws, and best excavation practices, please feel free to reach out to your local damage prevention manager or utilize one of the following links to access our educational opportunities.

Request an on-site instructor led training – DPM@Texas811.org

or virtual instructor led training [HERE](#)

Access our Damage Prevention Online training [HERE](#)

TEXAS811'S HIGH RISK INTERVENTION PROGRAM

Texas811's Intervention Program Goes National

Two years ago, Texas811's Customized Solutions department introduced its high-risk intervention service which works with members to "intervene" with excavators on member's highest risk tickets based on the risk assessment model they are using. When intervening on a member's behalf, our damage prevention staff reach out directly to the excavator to inform them of the increased risk associated with that excavation project and discuss a few ways that they can mitigate that risk by taking some additional precautionary measures. We then follow-up with an electronic alert to the field contact letting them know the same information so that it can be shared with the crew on-site. Through leveraging our industry experience and strong relationships with both stakeholder groups, we've been able to make a big impact on damages across the state. Many members have seen a reduction in damages of around 30%-50% while some have been able to almost eliminate damages to their facilities altogether. In addition to interventions, we have also found that subsequent training with those highest risk excavators is helping drive damages down as well. Our Damage Prevention Managers across the state conduct online, in-person, or virtual training sessions for all participating member's highest risk excavators each quarter.

Our members have been so pleased with the results in Texas that they have inquired about pushing this program throughout their entire national service area. Over the past year we've been working on building out our intervention application and internal infrastructure to allow us to bring this program outside of Texas. We are excited to announce that the Texas811 intervention program now has the capacity to expand into any state that your company has underground infrastructure! We know that damage prevention is a shared responsibility, and we are proud to work alongside you to facilitate damage prevention and protect our nation's critical infrastructure, while also ensuring that all Americans get to go home safe to their families every day.

To learn more about our intervention program, please reach out to Solutions@Texas811.org or call 214-888-7764.



2022 YTD Statistics

Outbound Notifications -
12,428,703

Total Locates - 2,315,204

Electronic Tickets - 824,531

Remote Tickets - 1,054,937

Voice Tickets - 435,736

BEST AND BRIGHTEST COMPANY WINNER

Texas811 is proud to have been named a 2022 Best & Brightest Company to work for! Huge thank you to our amazing Texas811 team...it's an honor to work with each one of you. For more information click [HERE](#).

WE ARE AN EMPLOYER OF CHOICE!



Texas811 is Hiring

Know someone who wants to be a part of making a difference by helping protect the billions of dollars of underground utility lines and pipelines in Texas while keeping the people working and living around them safe?

Our organization is only as good as its people. We welcome referrals from those in the damage prevention industry that would be a good fit!

Why Texas811?

- Work from home opportunities
- Low-cost medical insurance
- Free dental, vision, life, short-term and long-term disability, accident, telemedicine, EAP, and hospital indemnity insurance
- Onsite clinic free to you & your dependents
- Onsite gym
- PTO
- Holiday Pay
- PTO Cash-out available after one year
- Tuition Reimbursement Program
- Free access to LinkedIn Learning
- 401K matched up to 6% by employer
- Mentorship Program
- Employee Wellness Program
- Hybrid work schedules
- Paytient medical payment plan



Scan the QR code for available positions or visit

www.Texas811.org/careers

